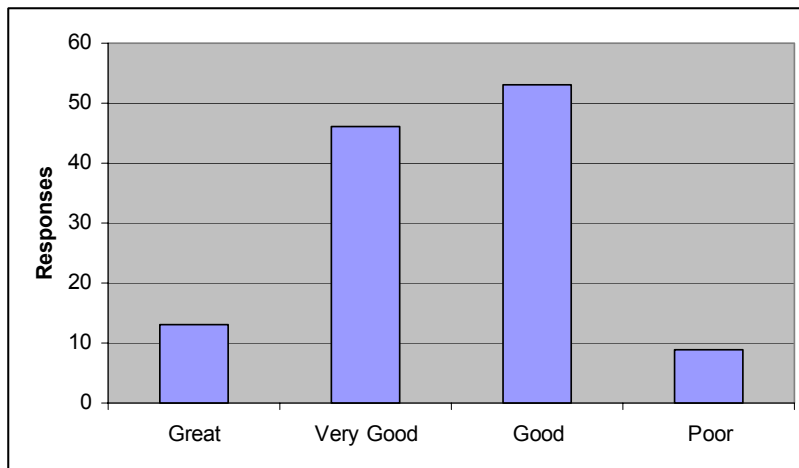
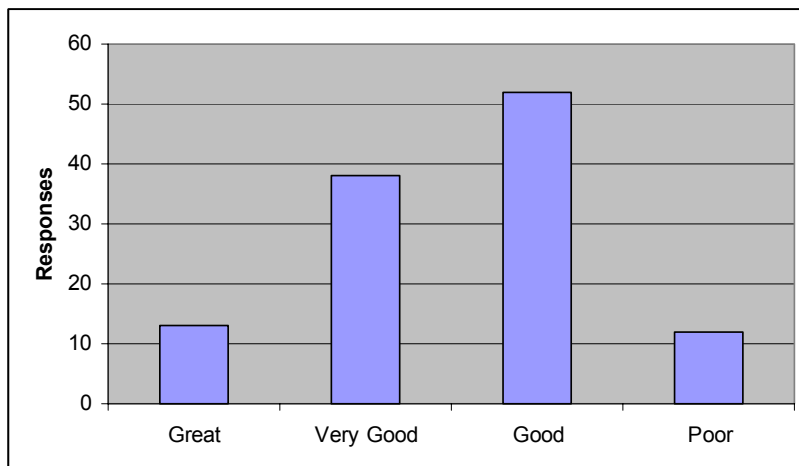


INTERNAL COMMUNICATION SURVEY RESULTS

1. How do you rate the County's effectiveness at keeping employees informed and up to date on important issues?



2. How would you rate your efforts to keep the County's PIO informed on important issues in your department?



3. What suggestions would you have to improve #1(County's effectiveness at keeping employees informed and up to date on important issues)?

- Memos to all employees about things that are occurring, including top personnel changes.
- Given the size and structure (i.e. satellite offices, shifts, etc.) of the organization, I think the newsletters, internet communications [PIO notices] and staff meetings meet the need.
- Since the <http://intra/> site is for employees only why not add employee related links like <http://finweb/>, <http://www.clerk.leon.fl.us/>, <http://www.myflorida.com/frs/> and pages for other departments as well. So we could use it as our homepage instead of the one for the general public.
- E-mail news bulletins versus glossy print publication.
- More "ALL" e-mails; more flyers in paycheck envelopes; input from employees on what THEY consider to be "important" issues.
- Pay check stuffers

- I don't think it is a lack of not trying to get the information out, but rather a lack of front-line employees seeing how any given issue relates to/effects them (CRA issue is a good example).
- Despite the availability of the Internet and Intranet, I do not routinely check for "news" or updates. I think most people need/want those things to come to them or at least have a message come to call their attention to the new info online. See e-mail update comments, below. (from below - *Need to remember that some employees do not have access to the Internet/e-mail all day long and are not as "connected" as you may assume.*)
- Online news letter instead of a printed one.
- Utilizing technology to disseminate information to employees on a more frequent bases. For example, an employee information website on the intranet.
- In Public Works we must comply with MUTCD, FL DOT, DEP, city of Tallahassee regulations. Each of us has a lengthy links list to keep track of them as well as vendors and contractors. If we had them organized on an intranet page set up by department it would be nice.

4. What suggestions would you have to improve #2(your efforts to keep the County's PIO informed on important issues in your department)?

- Develop a policy on what needs to be reported to the PIO and When.
- Maybe direct solicitation of our information by phone call, etc., since we are very busy and do not have a lot of time here for writing articles or stories. Make it easy for us.
- I believe all media should be advised to contact the PIO prior to contacting the division/programs directly.
- Increased use of e-mail to inform PIO of ongoing activities.
- Outline the types of appropriate communication you would like to see from departments.
- Keep deadlines for COURIER visible for me. Remind all employees of COURIER deadlines. Establish standard deadlines such as 3rd Thursday of the month, 15 of each month, etc.
- Maybe mail something out asking each person running a department if there is anything that we would like to report
- We just need to share more information with the Public Information Office--and we are doing a better job thanks to Jennie Khoen.
- I would need to make the effort and I have not done so
- I would appreciate receiving a form or monthly e-mail reminder.
- More emphasis on the importance of this at the mgt level.
- Your e-mails have helped in reminding folks to send you information. We simply need to continue to reinforce it to our directors.
- We need to build in a process of sharing info with you on a regular basis. Also might be good for you to come take a tour of the library and hear what we do on a daily basis so you have a good understanding of all that we do.
- Information on what the PIO would like to hear from me. I'm not sure.

5. When do you feel Leon County (as an organization) communicated at its best and why?

- When it wanted employees to voice support/opposition to particular issues such as Charter County, 1% BP2000 sales tax, city's downtown carve out. Pseudo Lobbyists
- The last occasion I recall vividly was during the Article V campaign. I think the County Administrator's involvement by attending staff meeting and talking with staff directly served to help employees better understand why they should educate themselves on this issue and get involved.

- Hard to say -- perhaps during declarations of emergency for weather reasons where information was passed through the ranks quickly so that employees could take care of their homes.
- I think communication was best when someone talked to each county dept. about eminent domain.
- Personnel issues and the courier
- Courier on Net
- Through the Courier
- The booklet with mission statement, budgets, departments, quick reference -- I don't know what it's called. Very helpful as a new employee and as a resident.
- I think that most important issues are covered in e-mails and notifying employees
- I think when it is something that affects staff directly and has a time limit e.g. holidays
- During the EMS implementation. I think it was communicated best because so many different people had to be involved in order to make the transition successful. The CRA issue was communicated well, too, to senior management.
- Leon County communicated at its best by holding different workshops to give employees an opportunity to know what's going on, and in other instances, it helps employees better understand different policies and procedures.

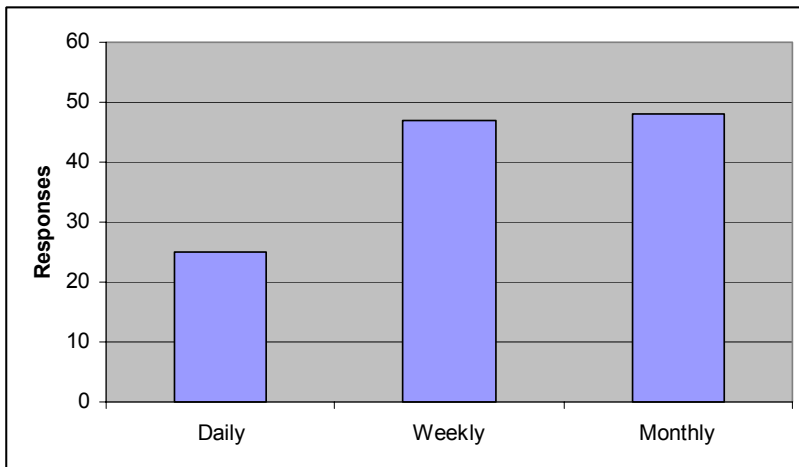
6. When do you feel Leon County (as an organization) communicated at its worst and why?

- legal problems associated with the county commissioners
- Most recently, the change of Human Resources director.
- Budget - Only Senior Management seemed to be "In the loop" on most subjects and topics for budget.
- Now -- some divisions appear to be close-knit and in communication within the division or department itself, but outside of that there seems to be constant changes in staffing, positions, and the organization in general and often we never know why. Sometimes, we don't know what's going on until we read about it in the newspaper, like the rest of Leon County, and then we don't know how much of that to believe.
- P.A. and his team
- If you're not located in the Courthouse, you are left out of the "comings and goings" and other changes.
- Management needs to value employee information exchange and motivational factors on higher scale than just getting the job done and disregarding these factors. We also need to be meeting more with our employees in general. I believe that problems within our employee ranks will develop when we attempt to abbreviate or think we don't need to do any of this. I believe that we need to be reinforcing our people skills between the management and rank & file.

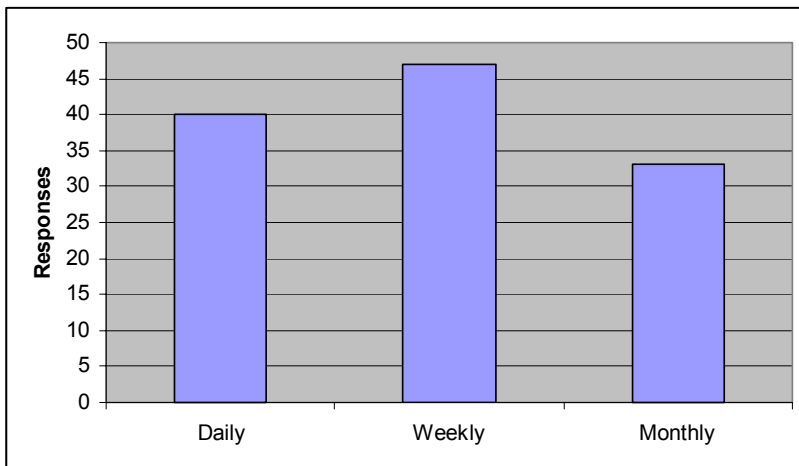
What could have been done differently?

- Improved contact with the press, increased transmittal of high quality stories for the press to print, increased sponging of positive county service "stories" from county departments (all of this by the way, I think is being improved upon at the moment).
- "ALL" e-mails directly from PA or the Chairman would be helpful to those who have access to computers, and for those who don't work at computer stations or who don't currently have computer access, making sure that they do have it would be helpful.

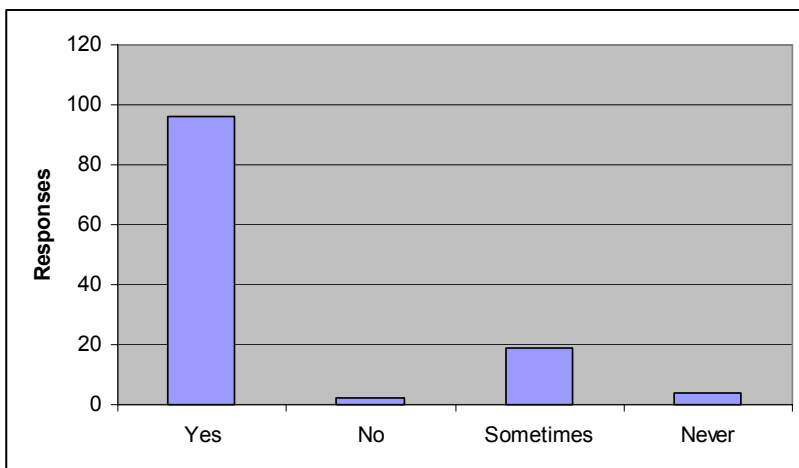
7. How often do you access the Intranet for Leon County information?



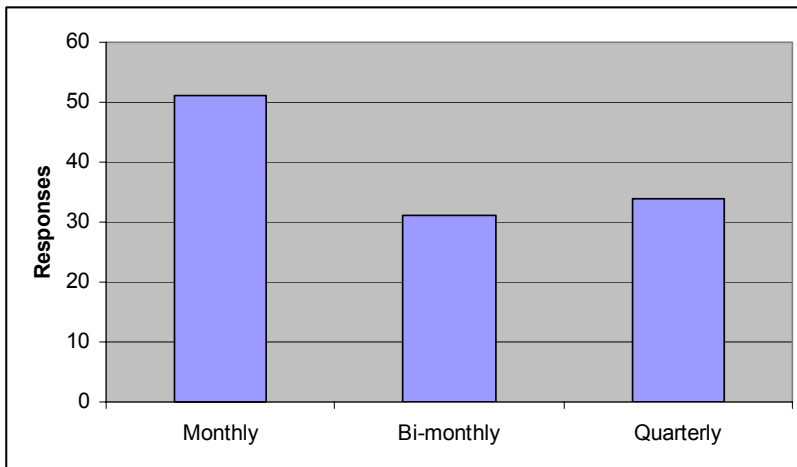
8. How often do you access the Internet for Leon County information?



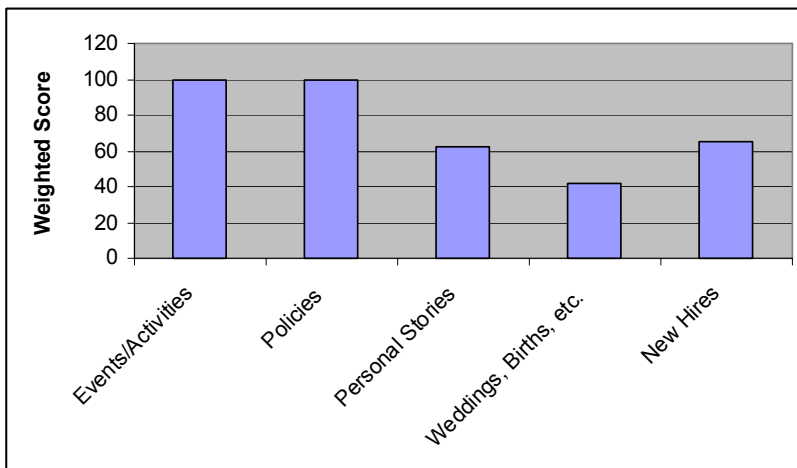
9. Do you read the Courier newsletter?



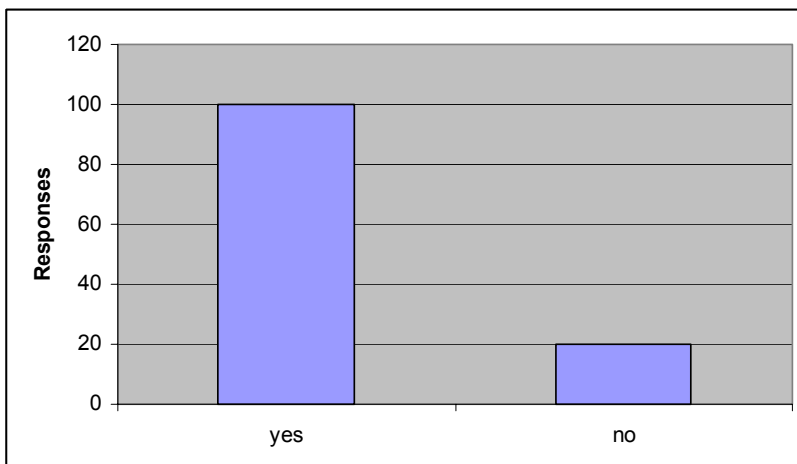
10. How often would you like to see the Courier published?



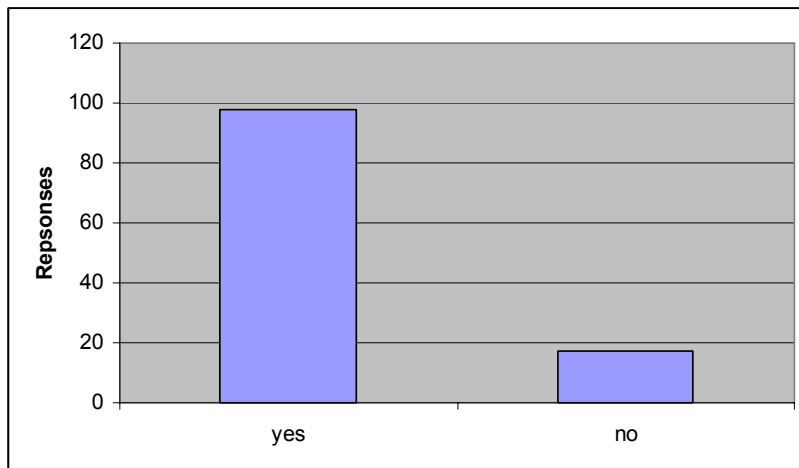
11. Rank 1 to 5, what kinds of information would you like to read about in the Courier, with 1 being the most important.



12. Would you like to receive daily or monthly e-mail bulletins with Leon County news and information?



13. Would you provide information to the Public Information Office to put into news bulletins and the Courier?



14. Are there any other services that would be beneficial to you or your department that the PIO could provide?

- Summarization of agenda items passed that have direct effect on the Board and Board employees. Only knew of the last personnel policy change when reading agenda follow-up that wasn't addressed to me.
- Attend and report on Board and Administration activities and events that affect the employees. I like the weekly e-mail idea -- provide information to the County's employees about the County's activities BEFORE we learn about it for the first time in the newspaper.
- Assistance in creating a general/canned presentation (approx. 30 min.) about our Department that could be taken to Homeowners Associations, Rotary meetings, schools, etc.

15. What suggestions do you have for improving communication in Leon County government?

- make sure that information the courthouse receives gets out to satellite offices in a timely manner
- It is better to give a brief summary when info is fresh (and let people know where or when to get details) than to take a long time developing lots of details and not get out info in a timely manner.
- e-mail alerts are a great way. TPD & LCSO are having great success with similar programs.
- I like the idea of getting periodic bulletins of Leon County news, but only if it's news worthy info. I don't like the idea of having to dig up something to put in the latest email. If there is important news, tell us about it, but don't send out emails just because we do a monthly email.
- Get out in each Dept and actually see what they are doing.
- I think e-mailing is a very good idea.
- County-wide e-mails can be useful only I think they would have to be used sparingly or they would loose their impact.
- I like the idea of a biweekly or even monthly e-mail bulletin. It should come out on a regular basis, not sporadic. That is, make sure there is info to share, but don't wait until you have what you consider "breaking news" to share. The routine needs to be established. Consider calling attention to training schedules, availability of commission meeting minutes being online for (date), events coming up at the library, etc. How about including congrats/farewells to retirees before they are gone? Still have to remember that not everyone uses e-mail so supervisors will have to make sure they print and post these bulletins...